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NIP-216

JC972 U.S. 575
09/75575
02/05/01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

T. HORIE et al

Serial No.

Filed: February 5, 2001

For: ANSWER SYSTEM FOR TECHNICAL SUPPORT,
AND TECHNICAL SUPPORT METHOD

INFORMATION DISCLOSURE STATEMENT (IDS)
UNDER § 1.97 AND § 1.98
AND CONDITIONAL PETITION REQUESTING
CONSIDERATION OF THE IDS

Assistant Commissioner of Patents
Washington, D.C. 20231

Sir:

1. This IDS should be considered:

(a) when filed within three months of the filing date of the present application, or within three months of the filing date of the National Stage as set forth in § 1.491 in an international application, or before the mailing date of a first Office Action on the merits, whichever occurs last;

(b) when filed before the mailing date of either a Final Rejection under § 1.113 or a Notice of Allowance under § 1.311, whichever occurs first and when 1(a) does not apply. For this purpose, there is included herein either a certification in section 4 below (included when indicated by a marked box), or a fee of \$240.00 (a check in the amount of \$240.00 is enclosed, or if not see section 5 below);

(c) when filed prior to the payment of the Issue Fee, when 1(a)-(b) do not apply, and when a certification is included in section 4 below (included when indicated by a marked box); then the Applicant(s) hereby petition(s) and request(s) consideration of this IDS, and provided herewith is a fee of \$130.00 (a check in the amount of \$130.00 to cover the petition fee, or if not see section 5 below).

2. When 1(a)-(c) do not apply, then it is requested that this IDS be placed in the file.

3. Listing of the information submitted is on the attached Form PTO-1449, which forms a part of this IDS. A copy of each listed document is enclosed.

4. If a fee or additional fee is required, the Commissioner is hereby authorized to charge any fee or additional fee that may be required and credit any excess to Deposit Account No. 50-1417.

5. No explanation of relevancy is being provided for the documents listed in the attached PTO-1449 Form, because they are discussed in the present Specification and/or are in the English language.

6. If the PTO determines that part(s) of the required content is inadvertently omitted, then it is requested that the Applicant(s) be given additional time and specific identification of such omission(s) to enable full compliance.

Respectfully submitted,



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Date: February 5, 2001

FORM PTO-1449
(REV. 7-80)U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.
NIP-216

SERIAL NO.

LIST OF DOCUMENTS CITED BY APPLICANT
(Use several sheets if necessary)APPLICANT
T. HORIE et alFILING DATE
Feb. 5, 2001

GROUP

JC972 U.S. PTO
09/775575
02/05/01**U.S. PATENT DOCUMENTS**

* EXAMINER INITIAL	DOCUMENT	DATE	NAME	CLASS	SUBCLASS	FILING DATE (If Appropriate)
AA						
AB						
AC						
AD						
AE						
AF						
AG						
AH						
AI						
AJ						
AK						

FOREIGN PATENT DOCUMENTS

	DOCUMENT	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES	NO
AL	11-66003	3/9/99	Japan			<input type="checkbox"/>	<input type="checkbox"/>
AM	11-39023	2/12/99	Japan			<input type="checkbox"/>	<input type="checkbox"/>
AN	10-301621	11/13/98	Japan			<input type="checkbox"/>	<input type="checkbox"/>
AO	6-117885	4/28/94	Japan			<input type="checkbox"/>	<input type="checkbox"/>
AP						<input type="checkbox"/>	<input type="checkbox"/>

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)

AR		
AS		
AT		

EXAMINER

DATE CONSIDERED

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.